

Hi,

I wanted to let you know about an illegal and unethical business agreement between Bright House and Earthlink. I ordered Earthlink Broadband from Bright House. After a few weeks, I cancelled the Earthlink Broadband through Bright House. Unknowing to me, when the Earthlink Broadband was cancelled, Bright House gave permission to Earthlink to convert the account from broadband to dial up. Even though I didn't even know I then had dial up through Earthlink, and never used the dial up. Earthlink then sent me a bill for 23.95 for dial up that I didn't order or even knew I had.

When I called Earthlink, they wanted my Bright House account information and my personal information. Why should I have to give this information to them, I never ordered anything from Earthlink.. So, I then called Bright House, they didn't want to do anything about it. They told me to call Earthlink. Even though Bright House gave Earthlink permission to start a dial up with my information, without my knowledge or permission.

Why should I have to deal with Earthlink, I never ordered anything from them. I ordered and cancelled through Bright House. Bright House should handle this problem.

Bright House and Earthlink have this agreement because Earthlink charges so much more than other companies for dial up, this is the only way they can stay in business.

Not only is this completely illegal, this is totally unethical. I hope you can help.

I wanted to bring this to your attention. Because I am sure this is happening all over the USA to millions of people.